

Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
080001	CHRISTIANA CARE HEALTH SERVICES, INC.	4755 OGLETOWN-STANTON ROAD
080003	ST FRANCIS HOSPITAL	7TH AND CLAYTON STS
080004	BAYHEALTH - KENT GENERAL HOSPITAL	640 S STATE STREET
080006	NANTICOKE MEMORIAL HOSPITAL	801 MIDDLEFORD RD
080007	BEEBE MEDICAL CENTER	424 SAVANNAH RD
080009	BAYHEALTH - MILFORD MEMORIAL HOSPITAL	21 WEST CLARKE AVENUE
390081	DELAWARE COUNTY MEMORIAL HOSPITAL	501 NORTH LANSDOWNE AVE
390111	HOSPITAL OF UNIV OF PENNSYLVANIA	34TH & SPRUCE STS
390153	MAIN LINE HOSPITAL PAOLI	255 WEST LANCASTER AVENUE
390174	THOMAS JEFFERSON UNIVERSITY HOSPITAL	111 SOUTH 11TH STREET
390179	CHESTER COUNTY HOSPITAL	701 EAST MARSHALL ST
390180	CROZER CHESTER MEDICAL CENTER	ONE MEDICAL CENTER BOULEVARD
390195	MAIN LINE HOSPITAL LANKENAU	100 LANCASTER AVE
390226	PENNSYLVANIA HOSP OF THE UNIV OF PA HEALTH SYS	800 SPRUCE STREET

Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		NEWARK	DE
		WILMINGTON	DE
		DOVER	DE
		SEAFORD	DE
		LEWES	DE
		MILFORD	DE
		DREXEL HILL	PA
		PHILADELPHIA	PA
		PAOLI	PA
		PHILADELPHIA	PA
		WEST CHESTER	PA
		UPLAND	PA
		WYNNEWOOD	PA
		PHILADELPHIA	PA

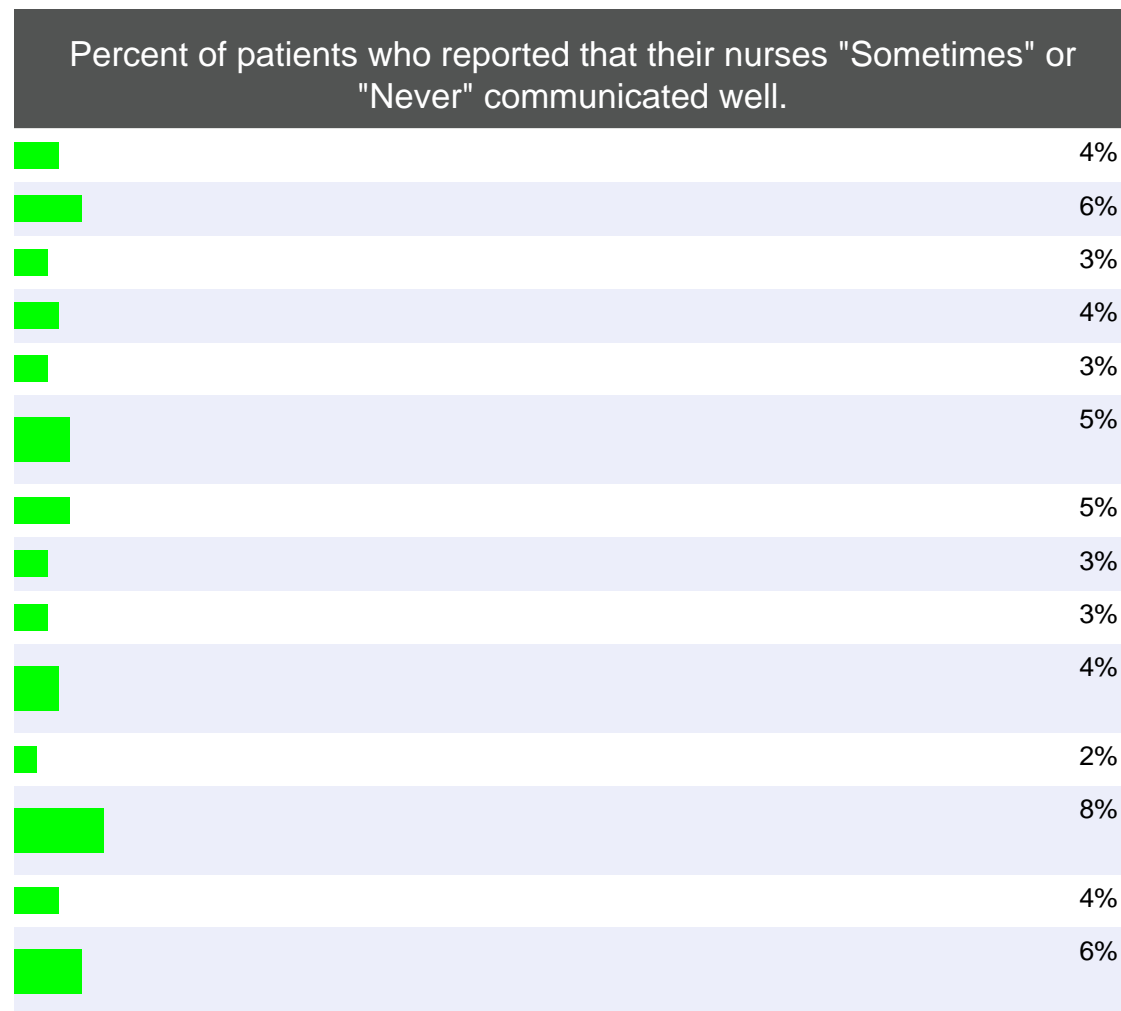
Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
19718	NEW CASTLE	3027331000
19805	NEW CASTLE	3024214100
19901	KENT	3027447001
19973	SUSSEX	3026296611
19958	SUSSEX	3026453300
19963	SUSSEX	3024223311
19026	DELAWARE	2152848100
19104	PHILADELPHIA	2156623227
19301	CHESTER	6106481000
19107	PHILADELPHIA	2159556000
19380	CHESTER	6104315000
19013	DELAWARE	6104472000
19096	MONTGOMERY	6106452000
19107	PHILADELPHIA	2158293000

Patient Survey

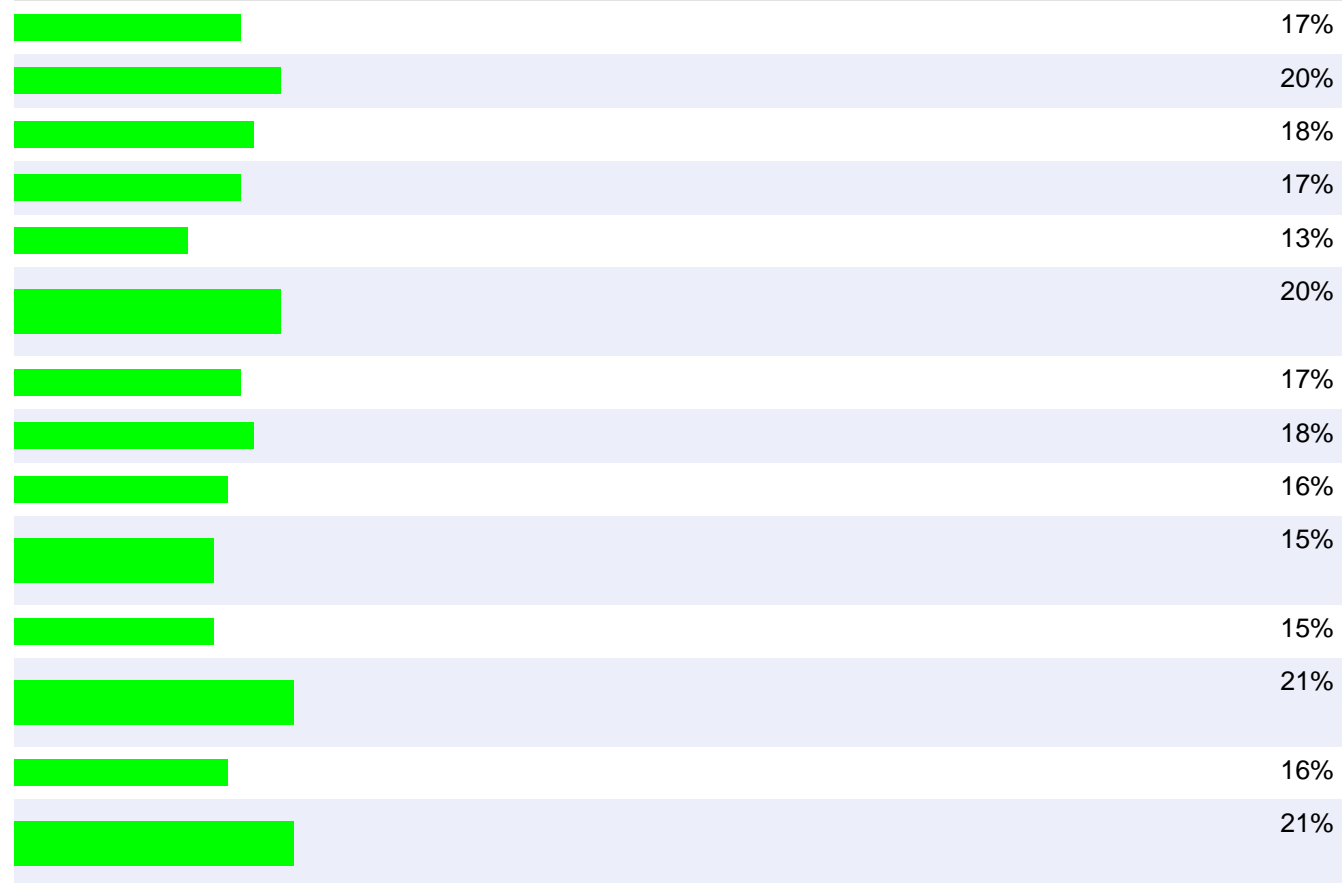
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



Patient Survey

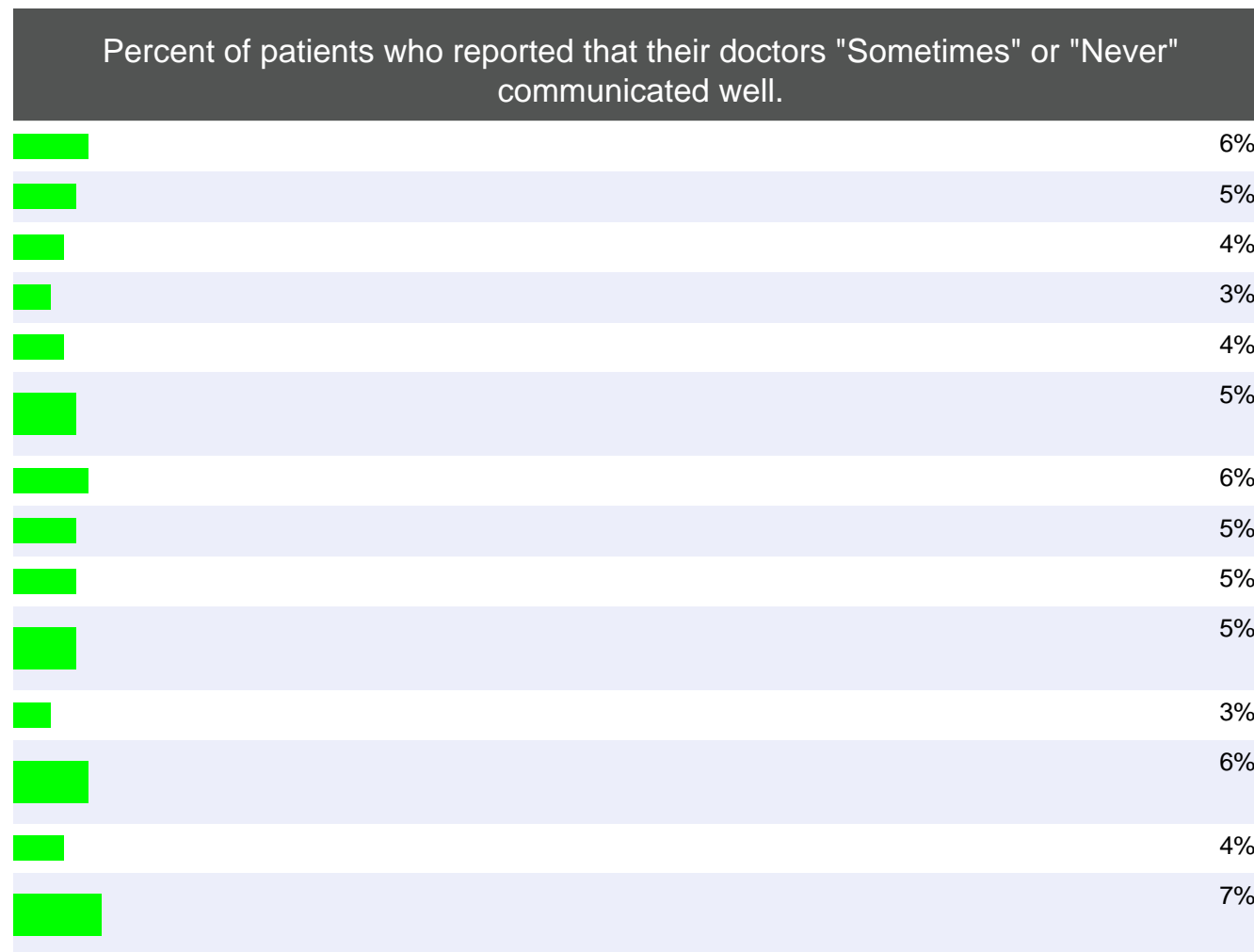
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



Patient Survey

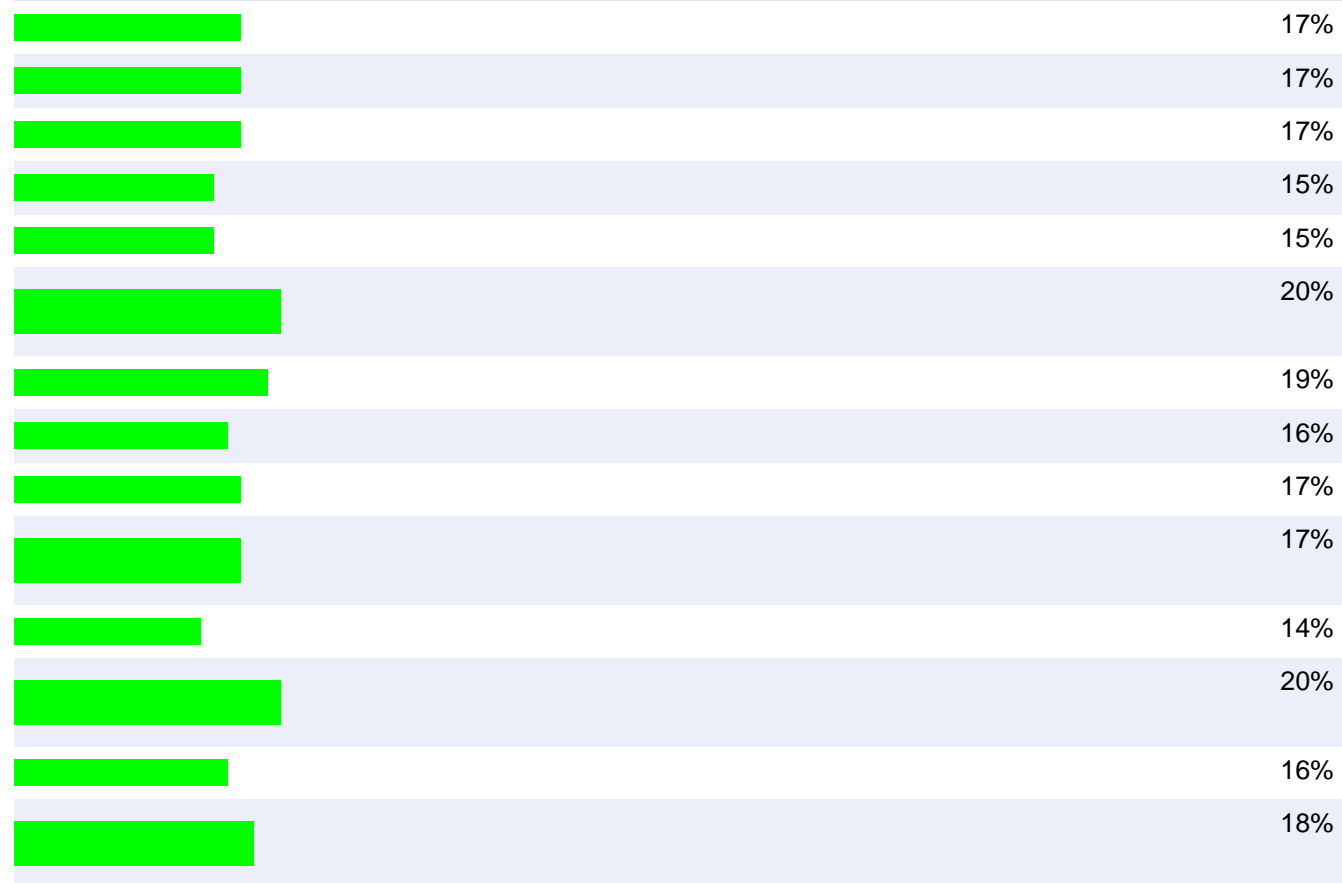
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

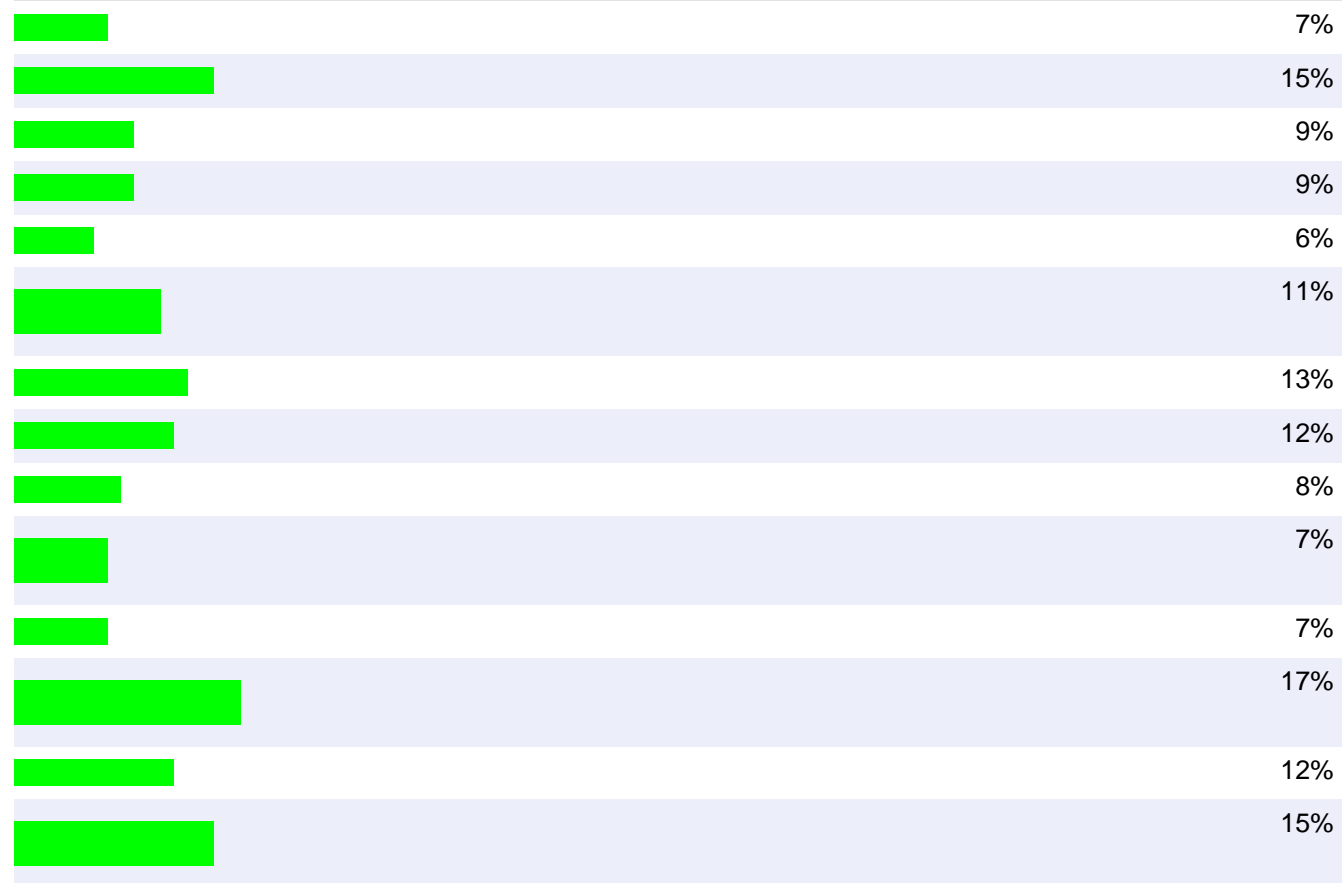
Percent of patients who reported that their doctors "Always" communicated well.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



Patient Survey

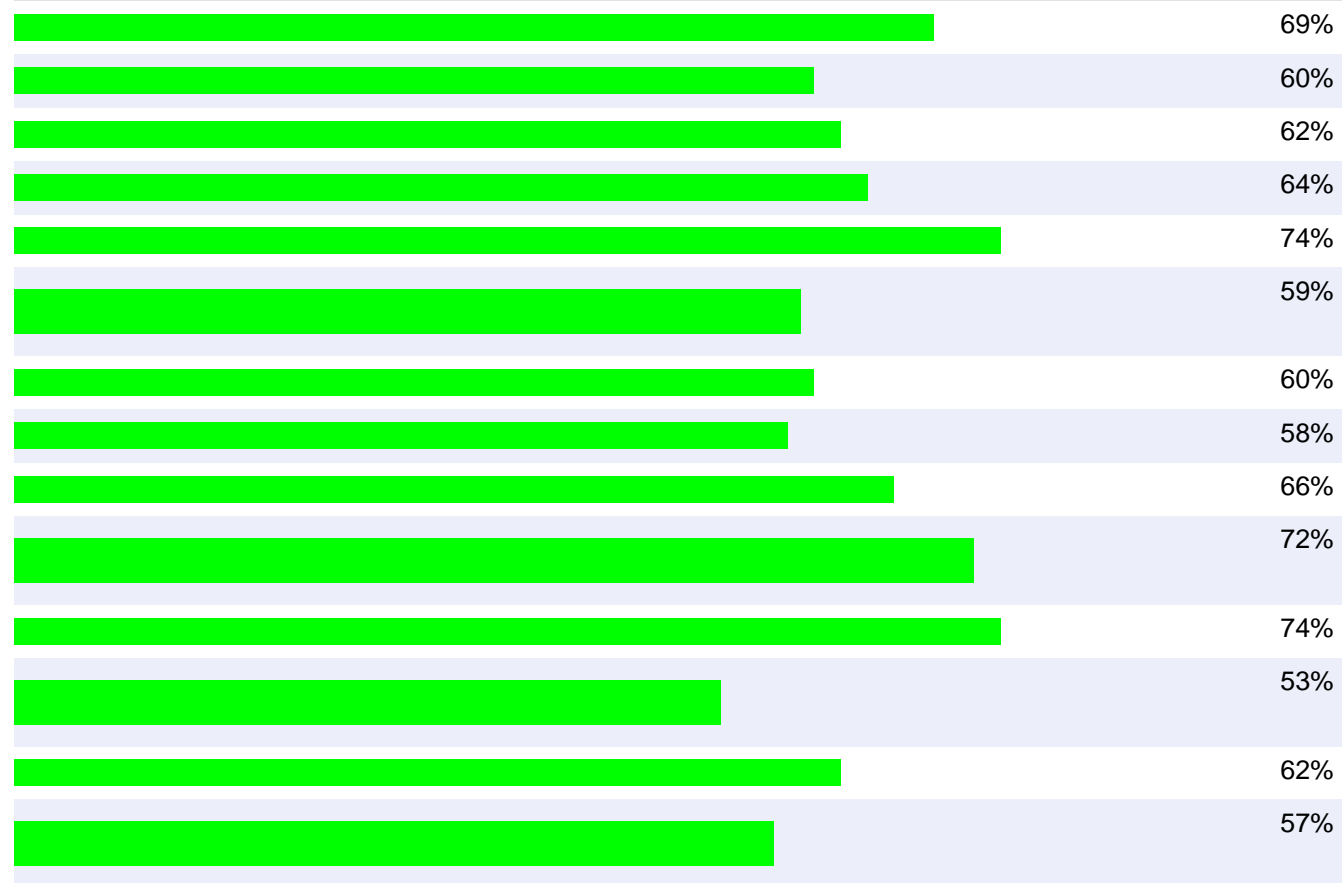
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Patient Survey

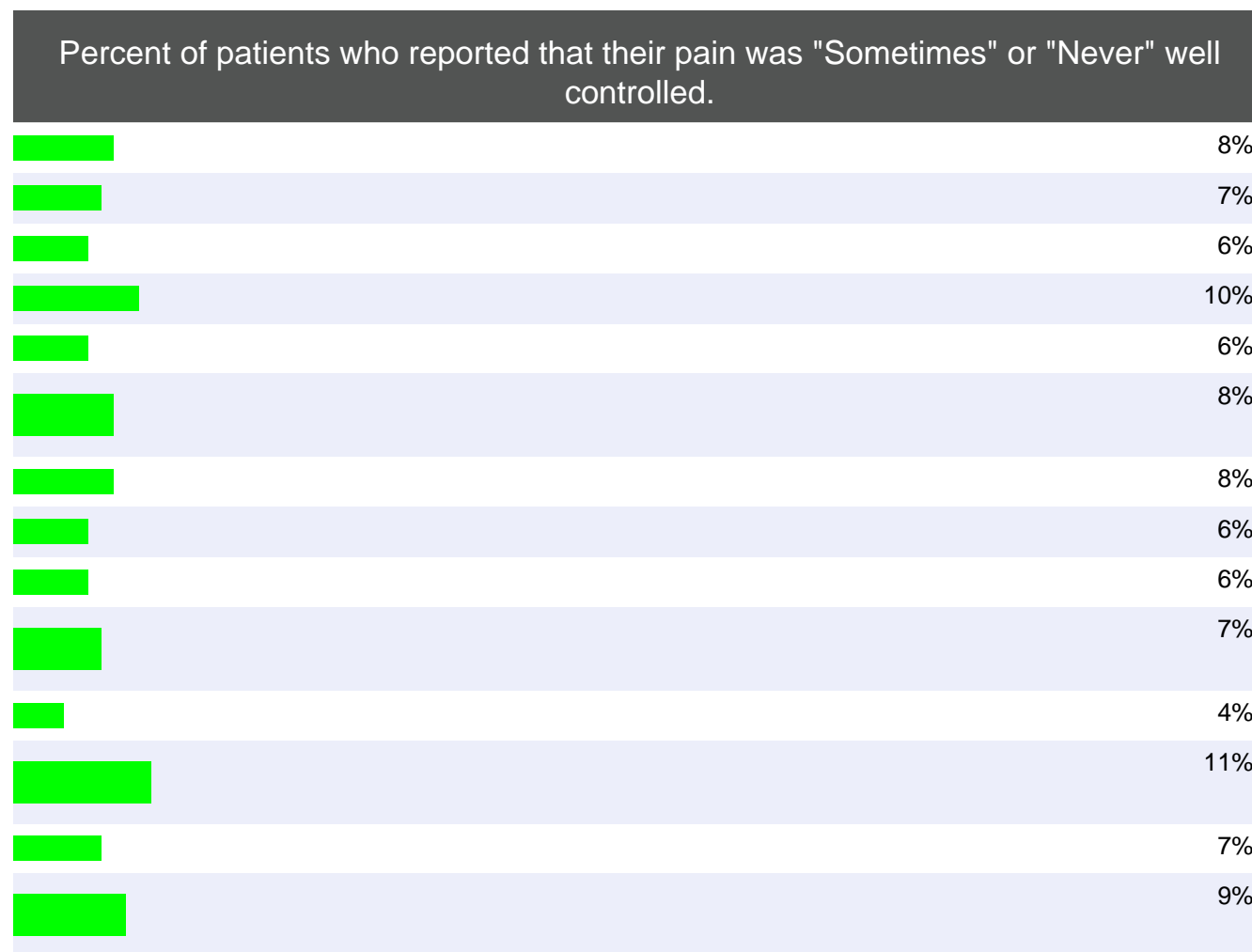
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Patient Survey

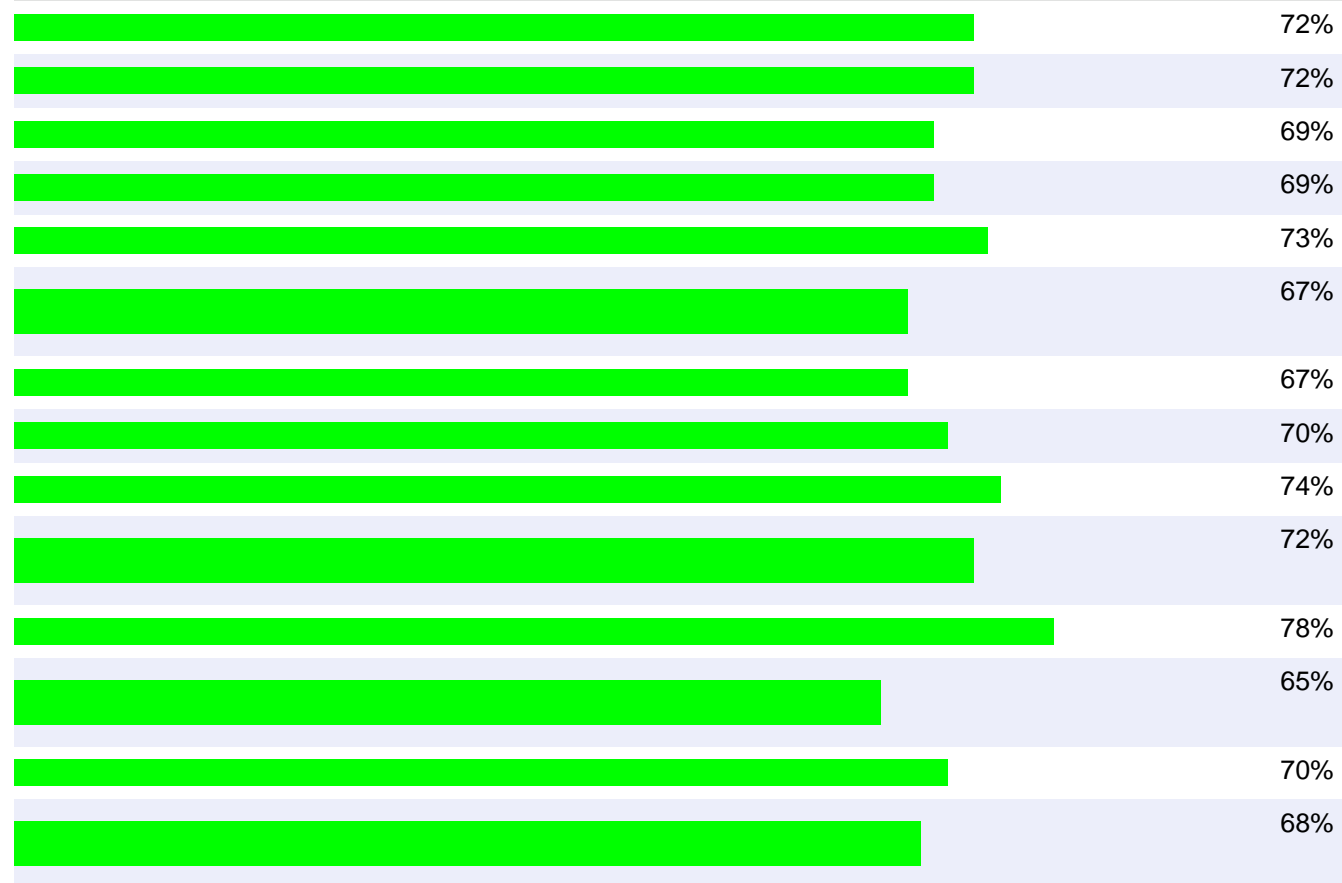
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

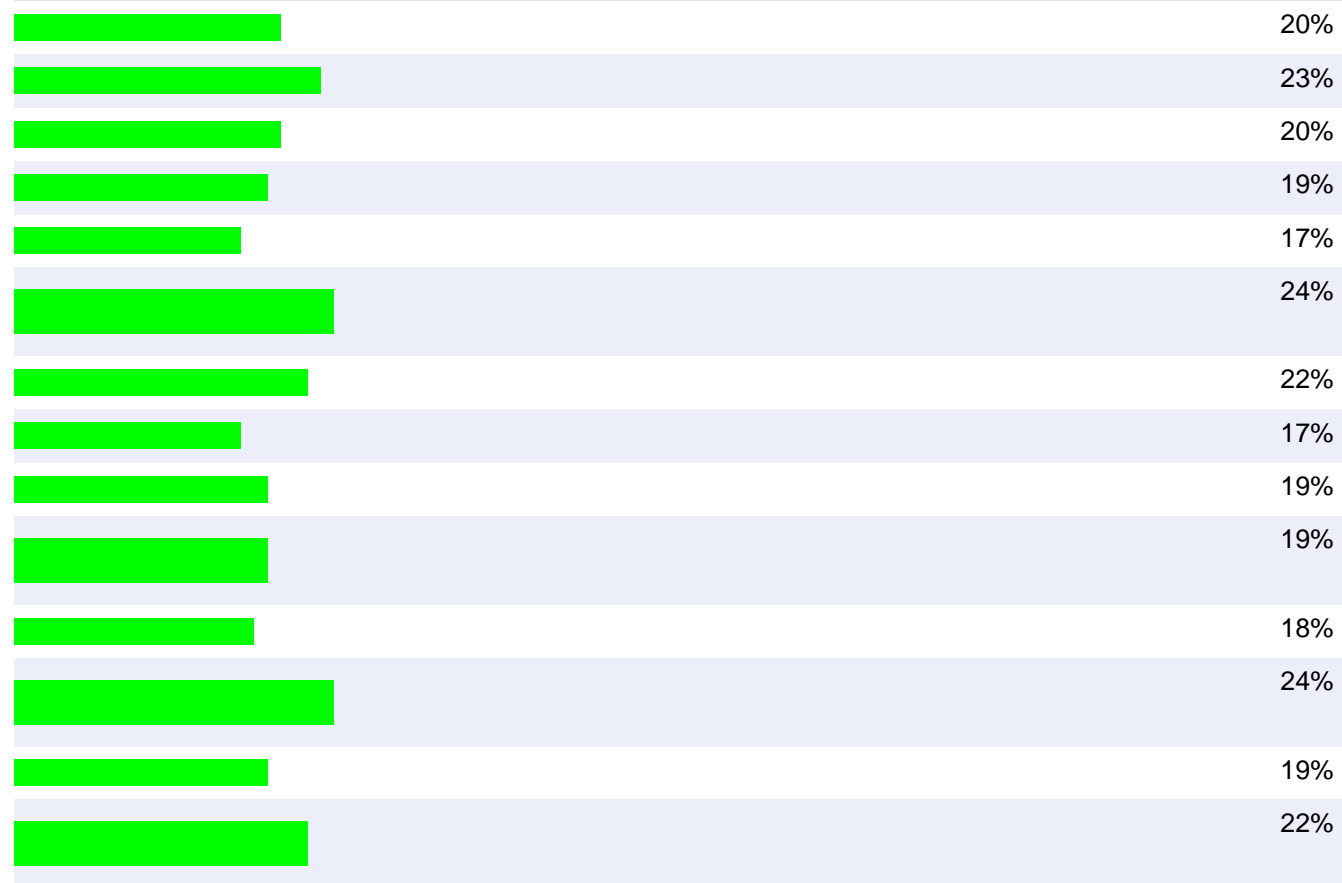
Percent of patients who reported that their pain was "Always" well controlled.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

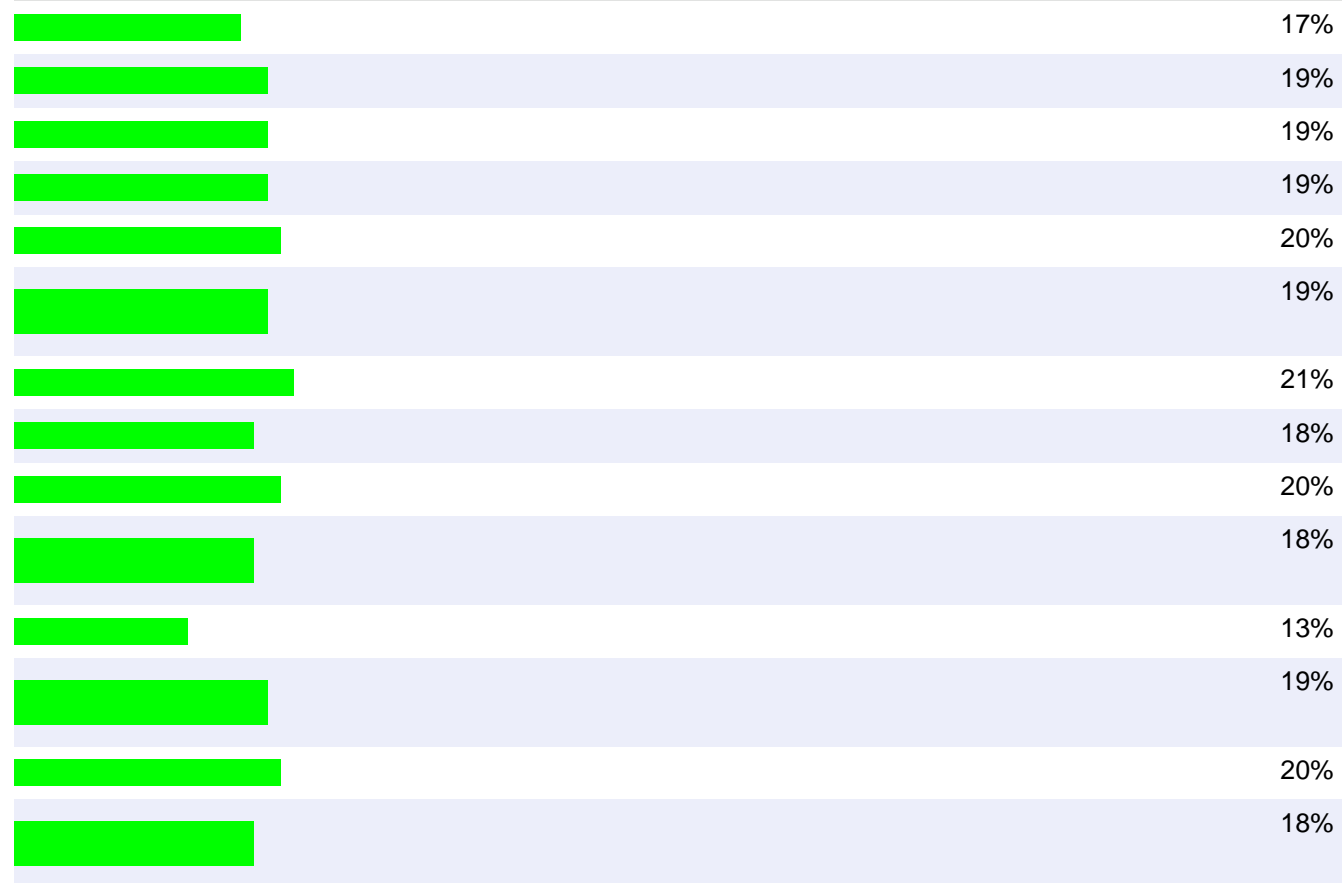
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

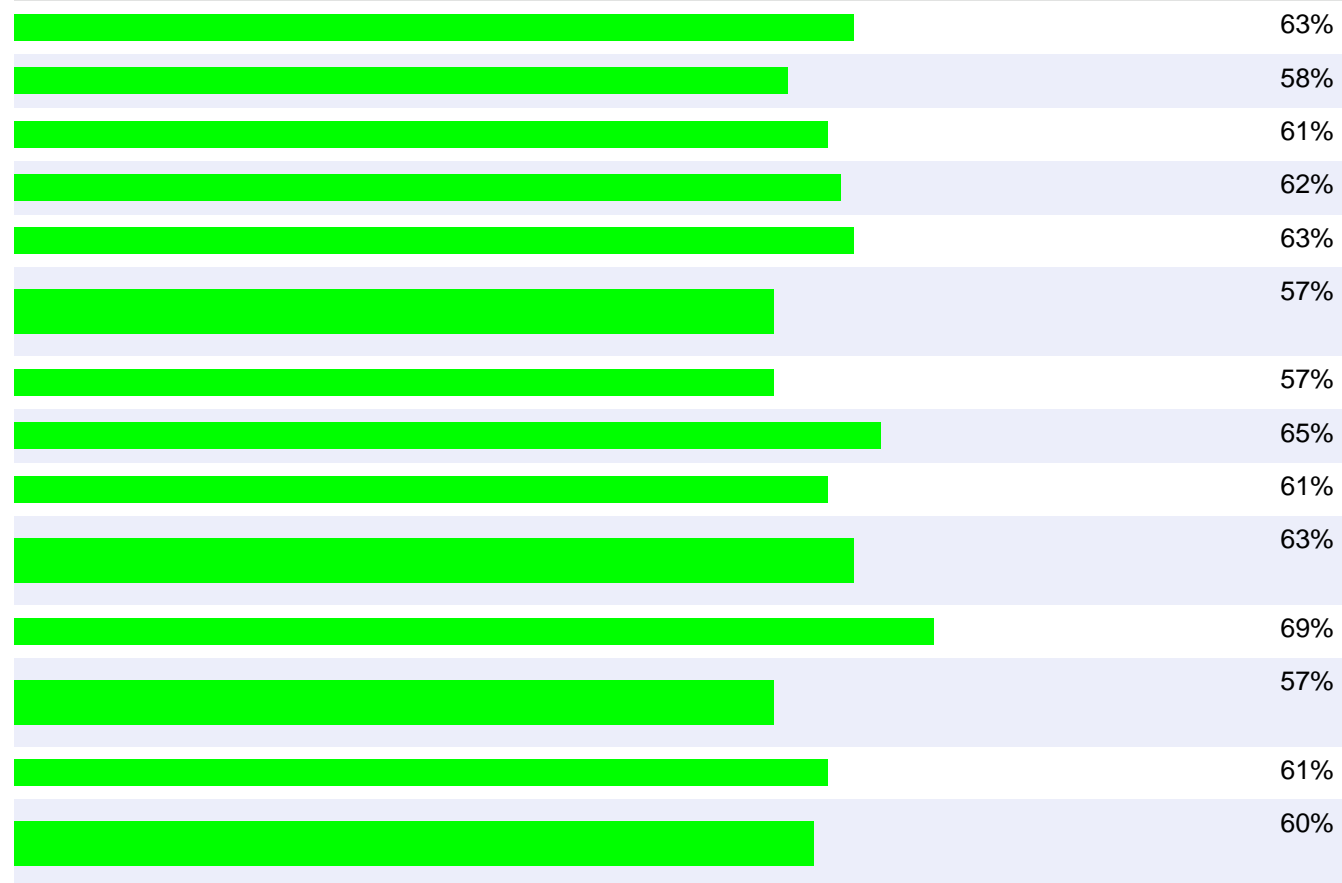
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

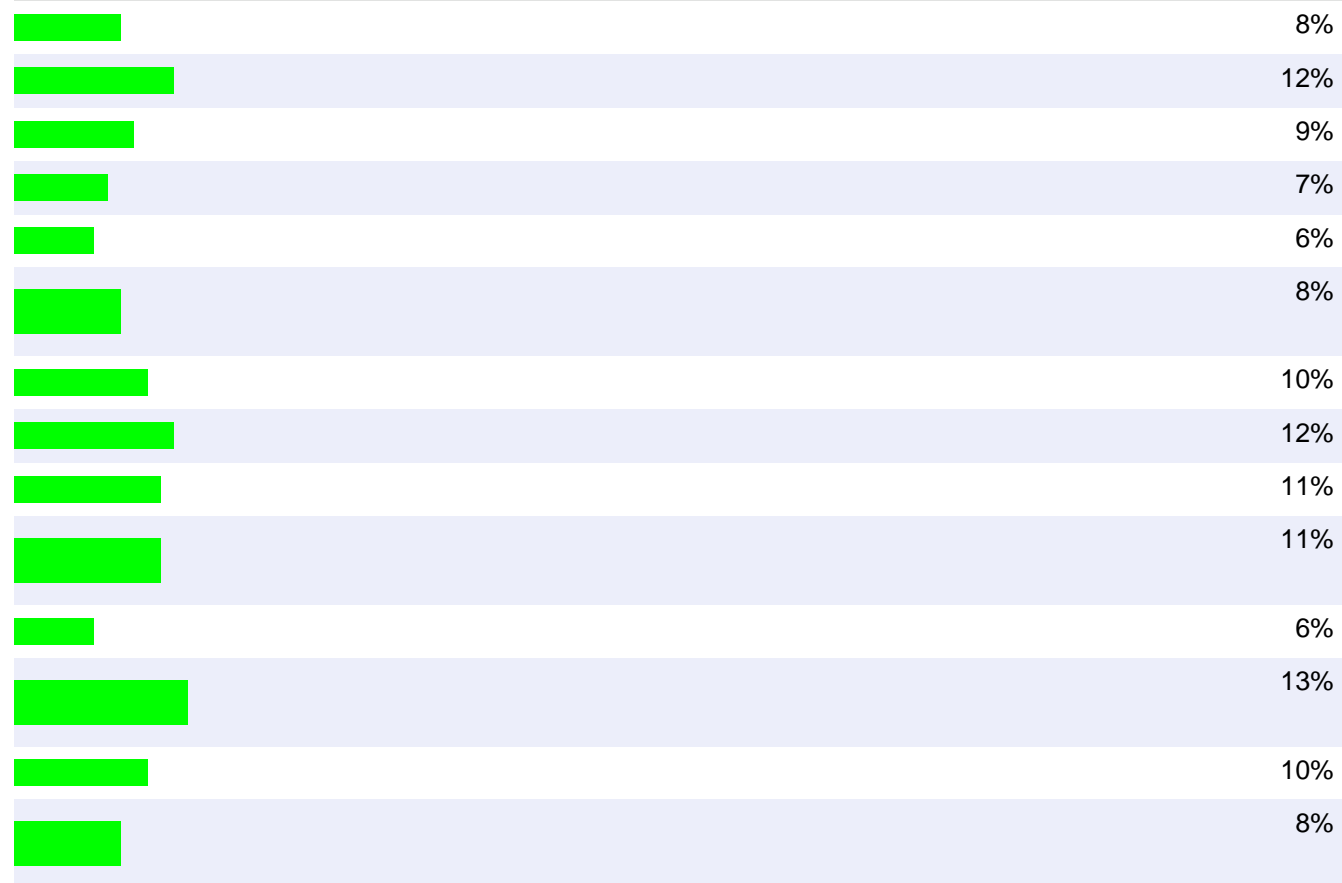
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

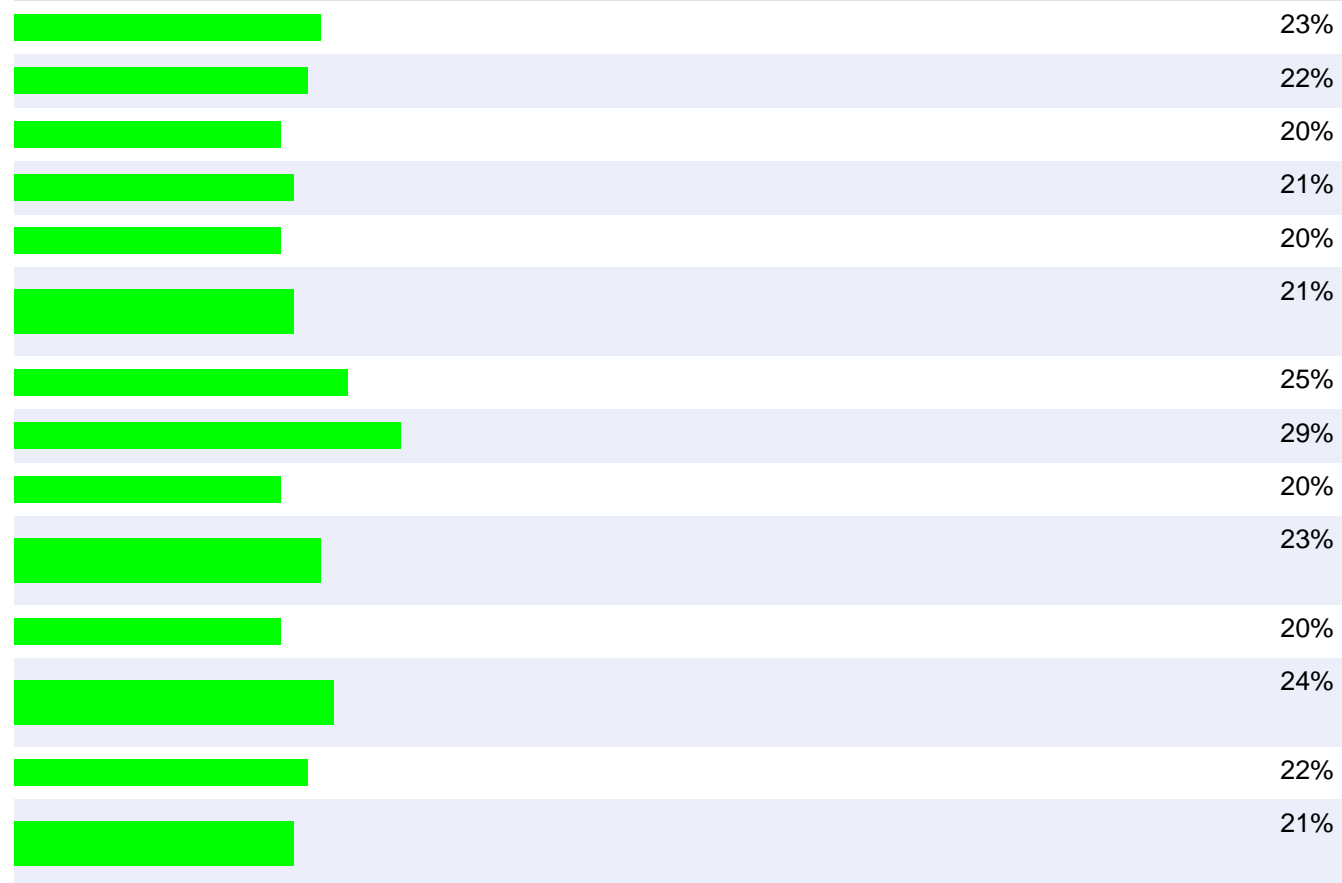
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

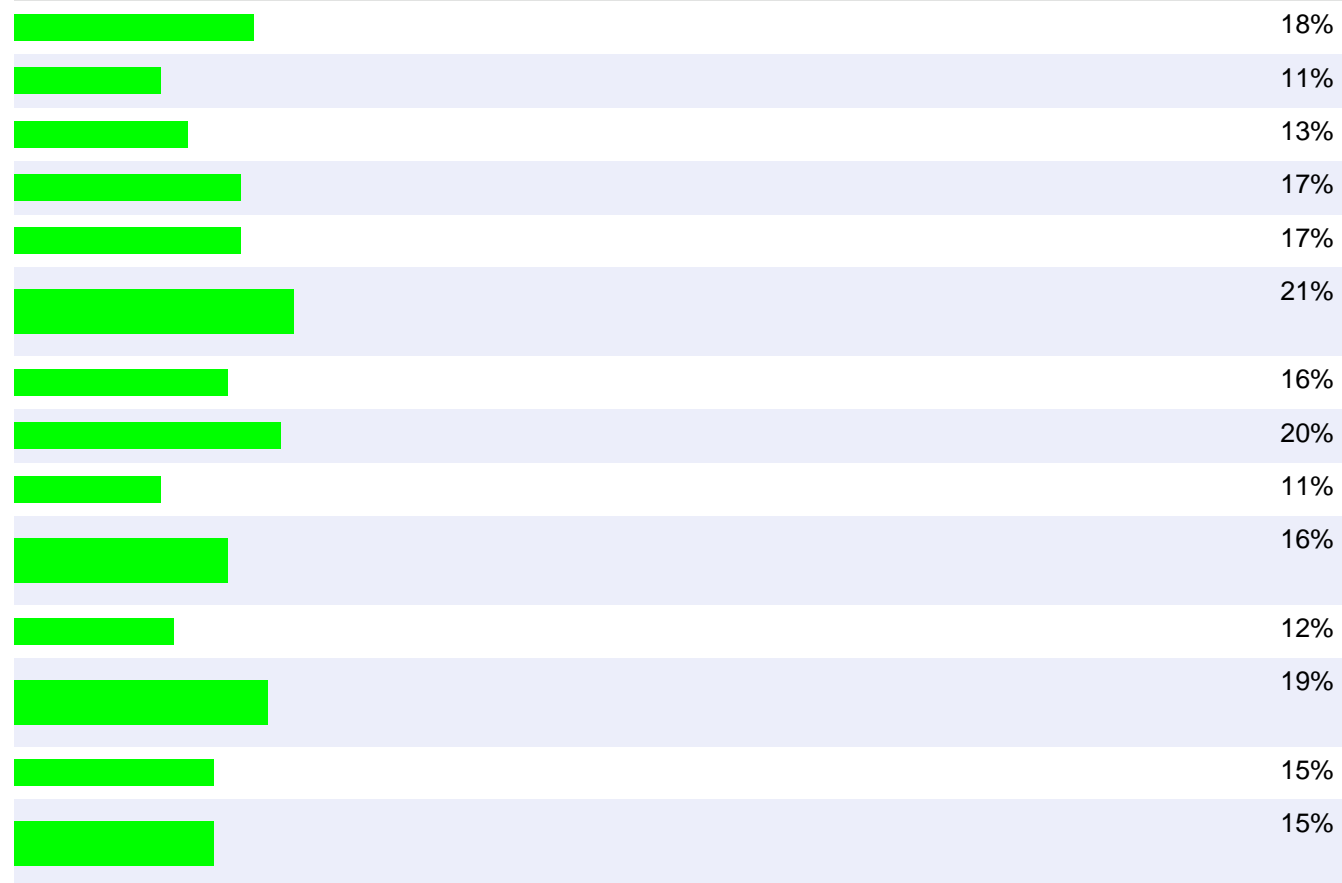
Percent of patients who reported that their room and bathroom were "Always" clean.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

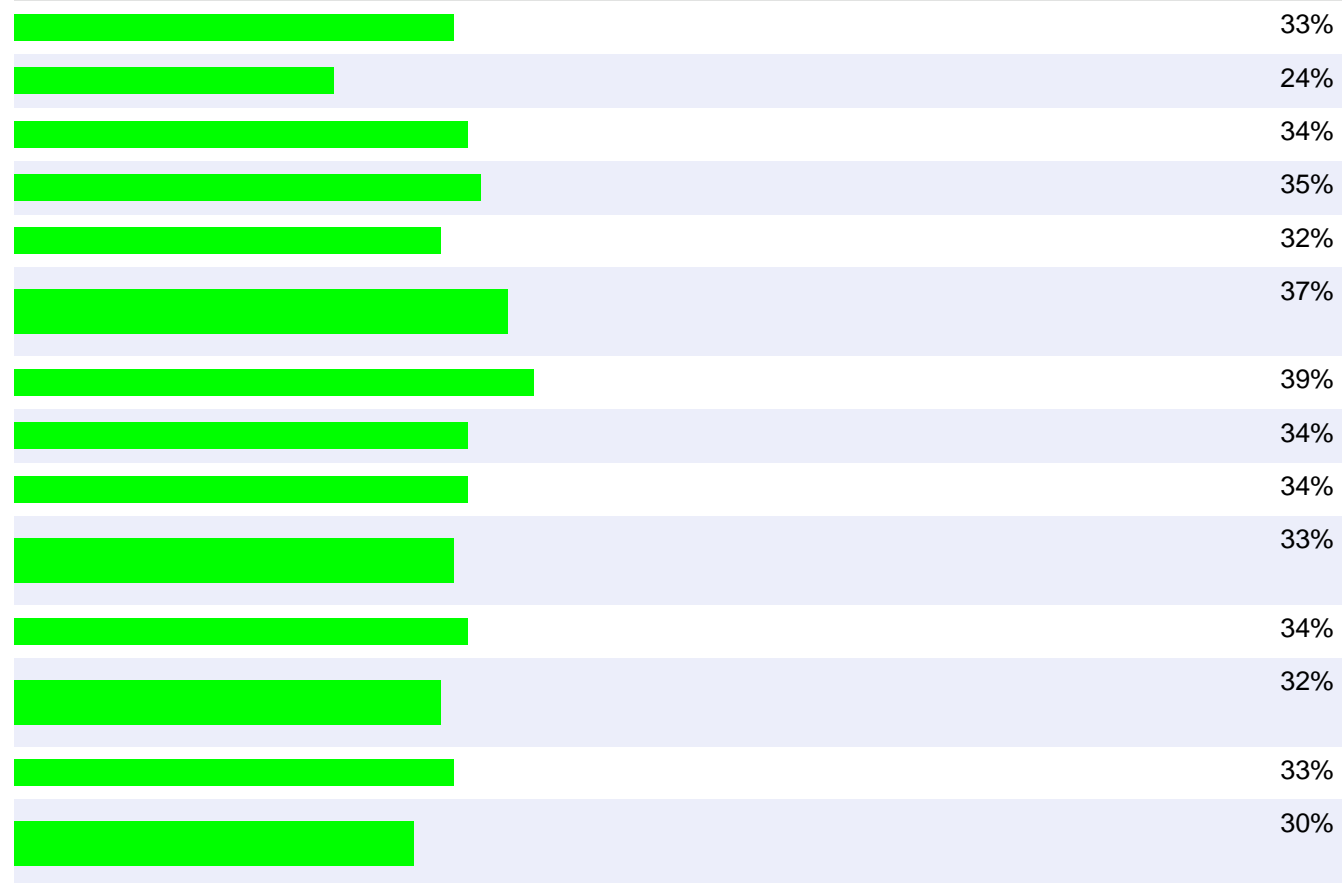
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

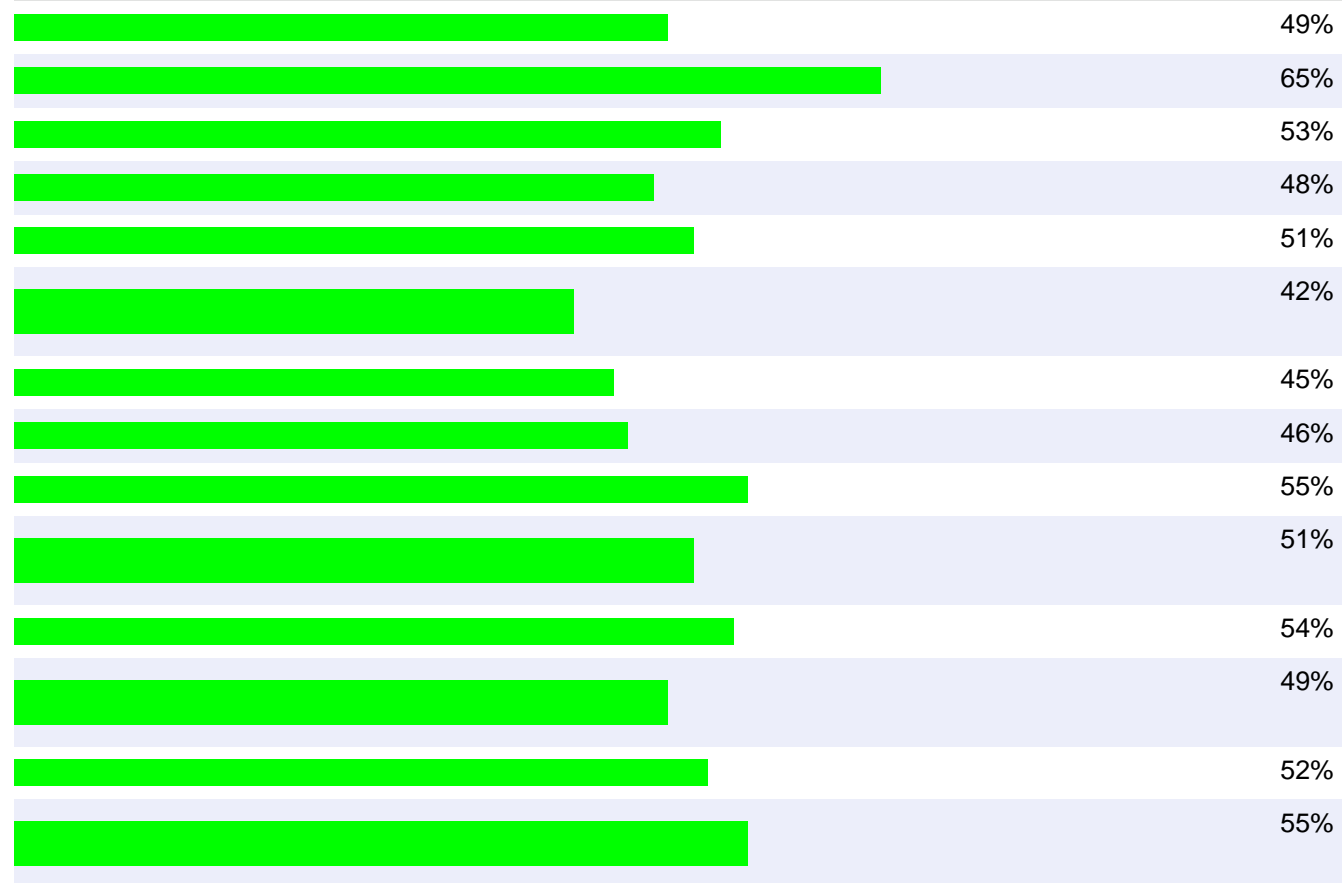
Percent of patients who reported that the area around their room was "Usually" quiet at night.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

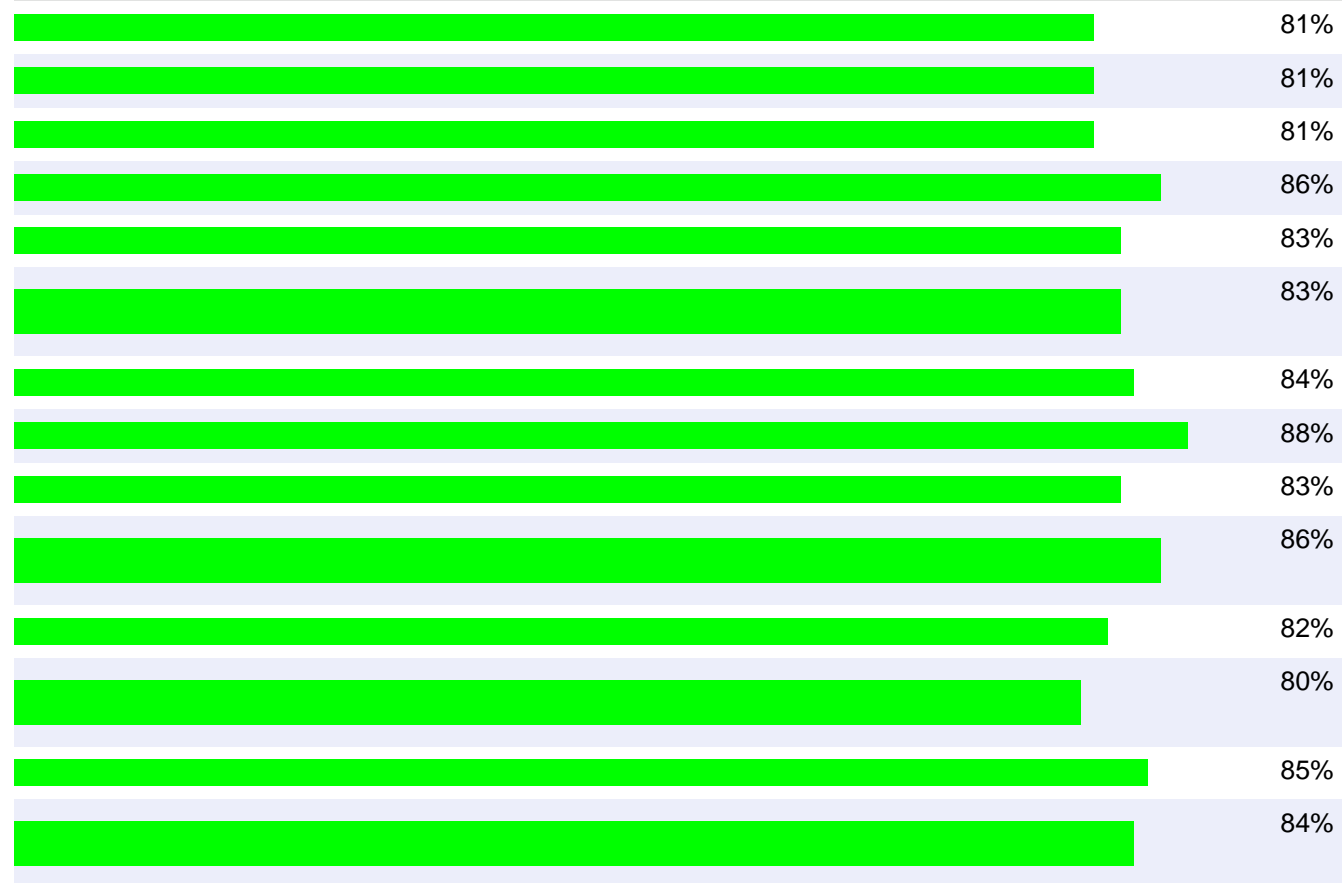
Percent of patients who reported that the area around their room was "Always" quiet at night.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

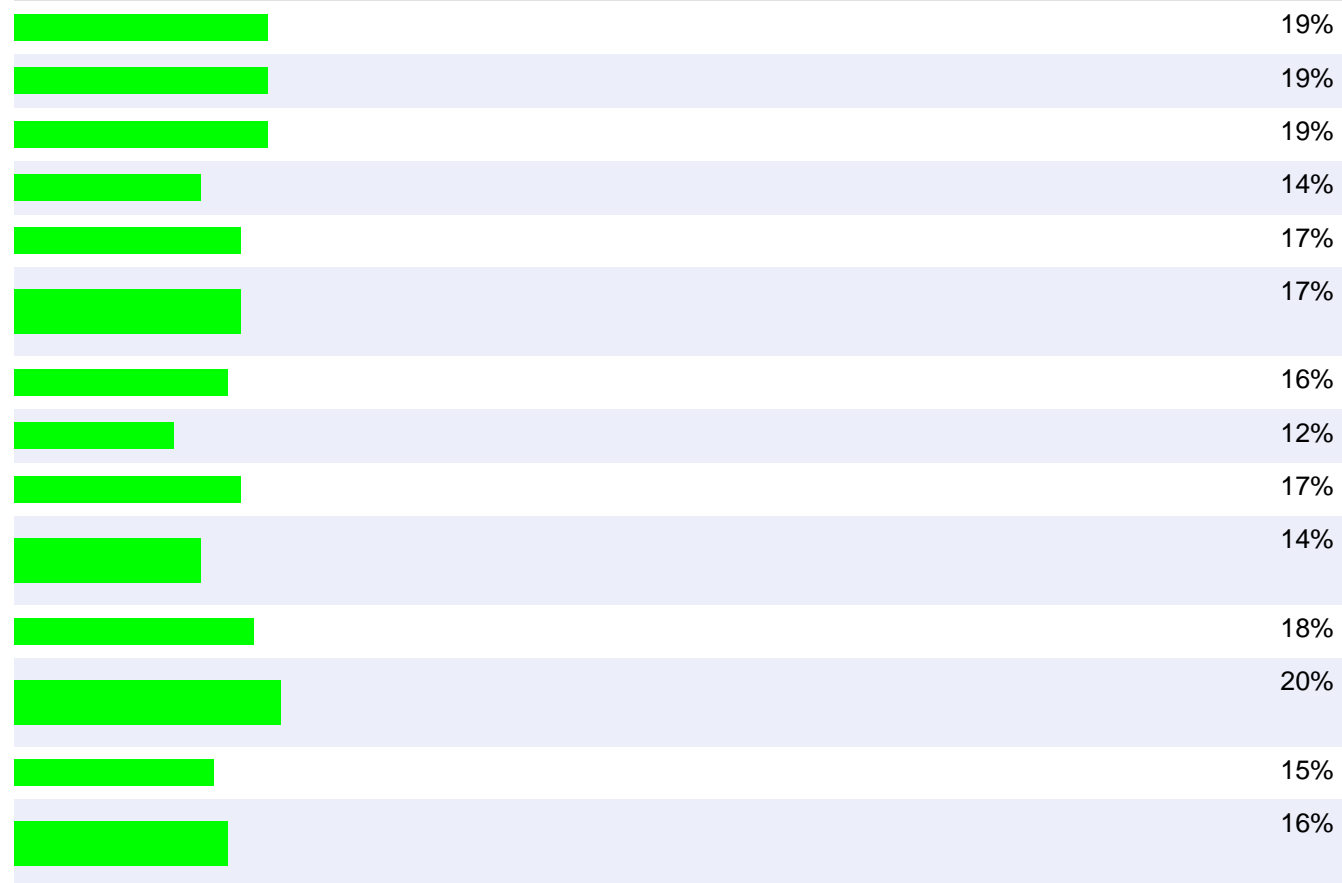
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

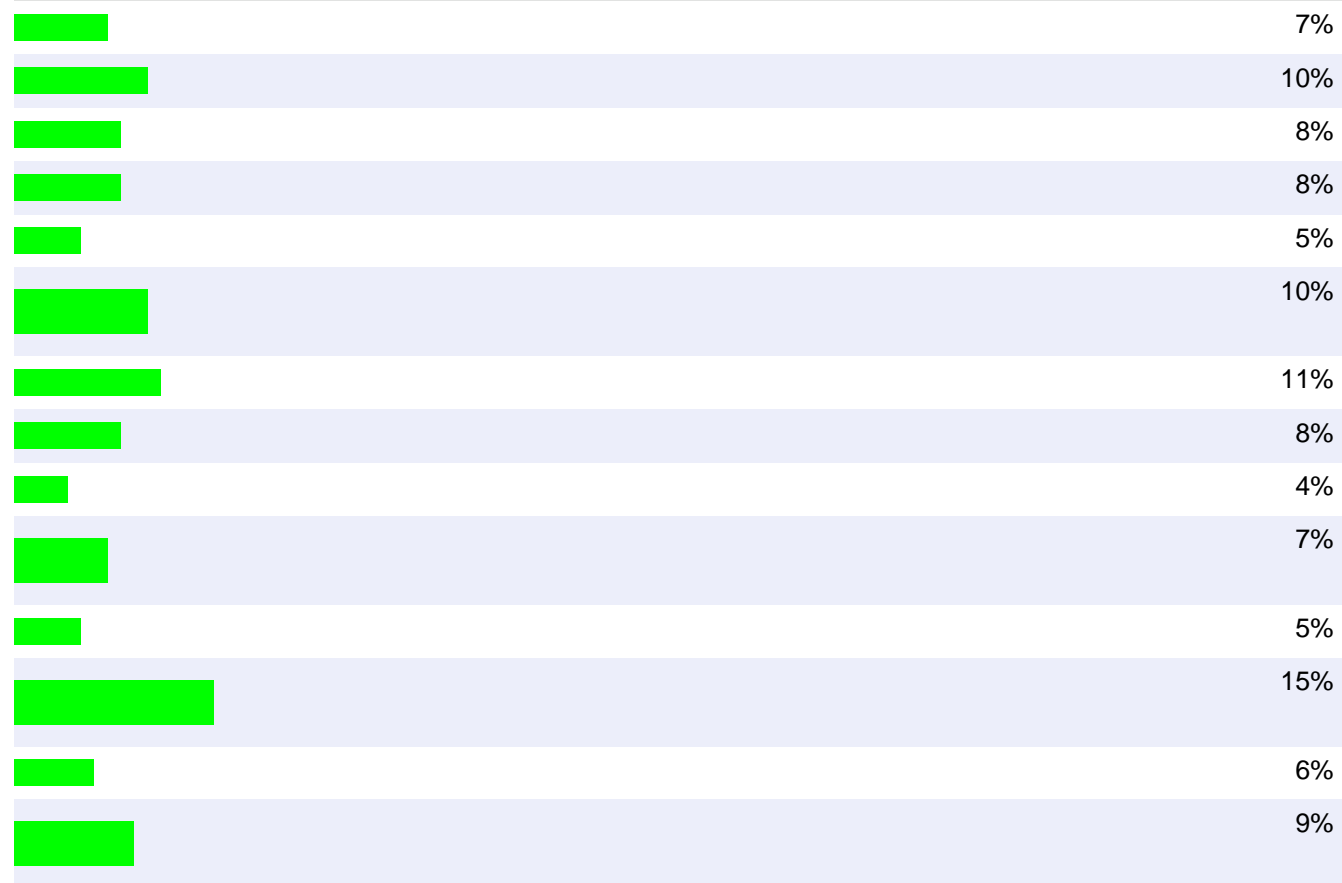
Percent of patients who reported that they were not given information about what to do during their recovery at home.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

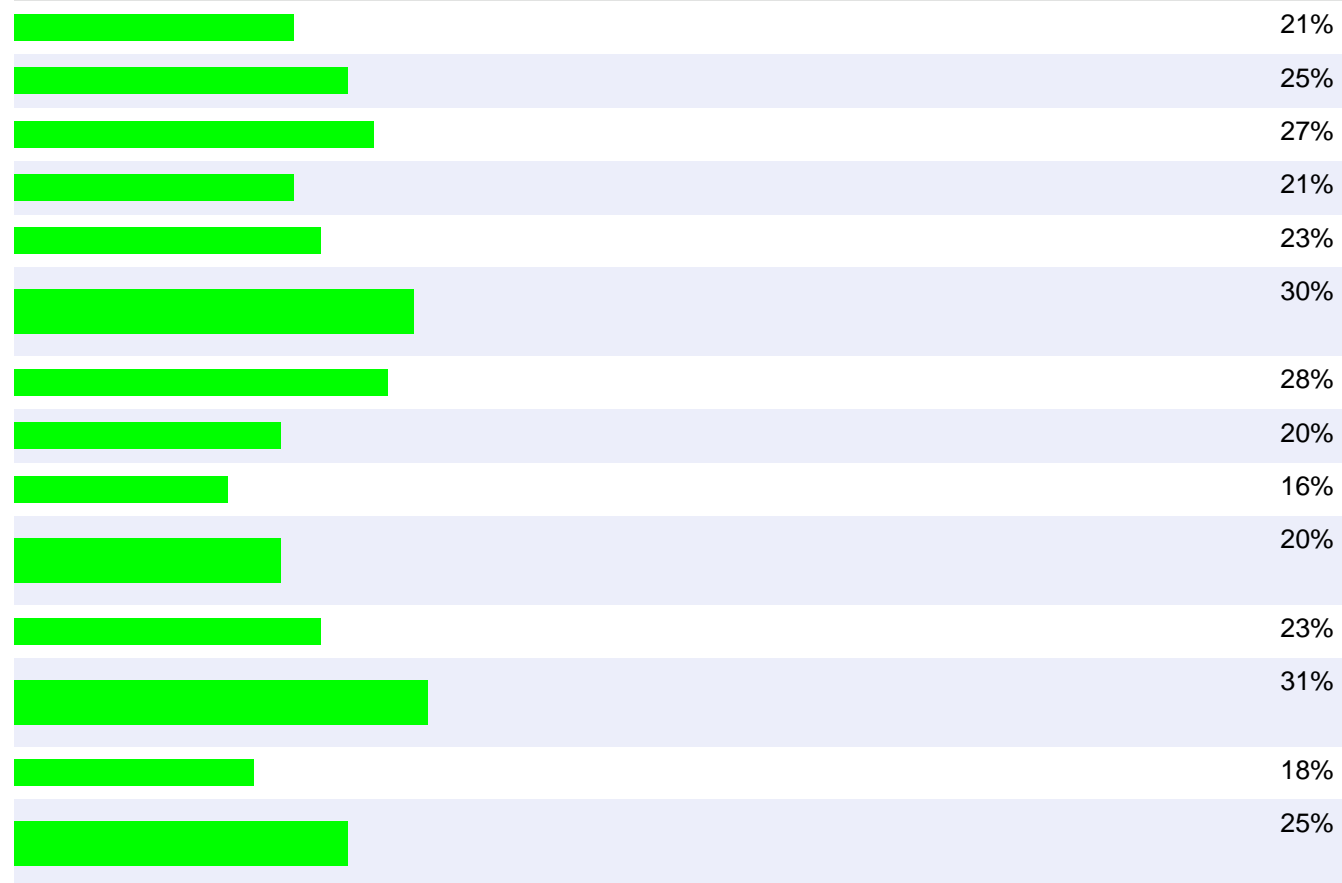
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

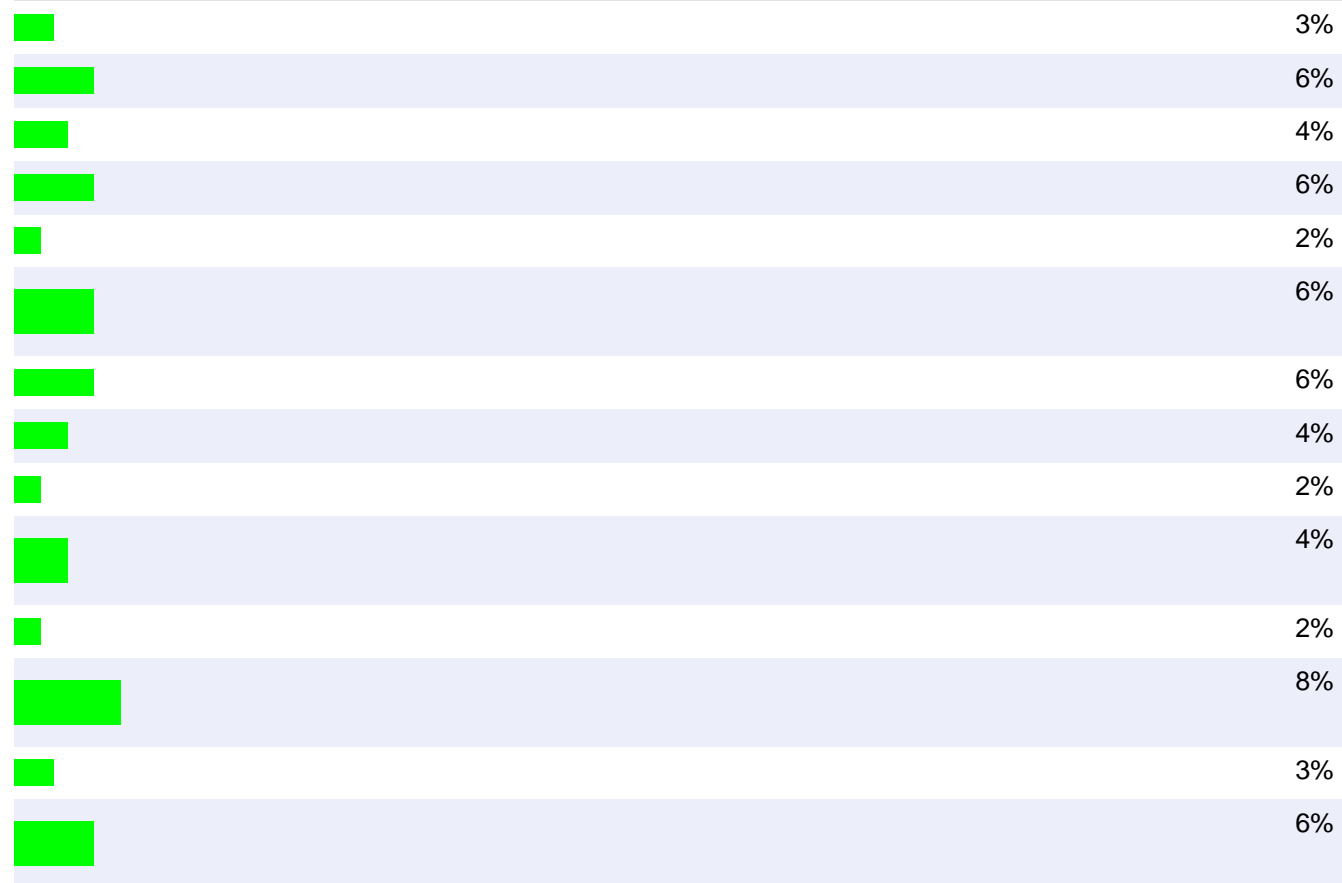
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

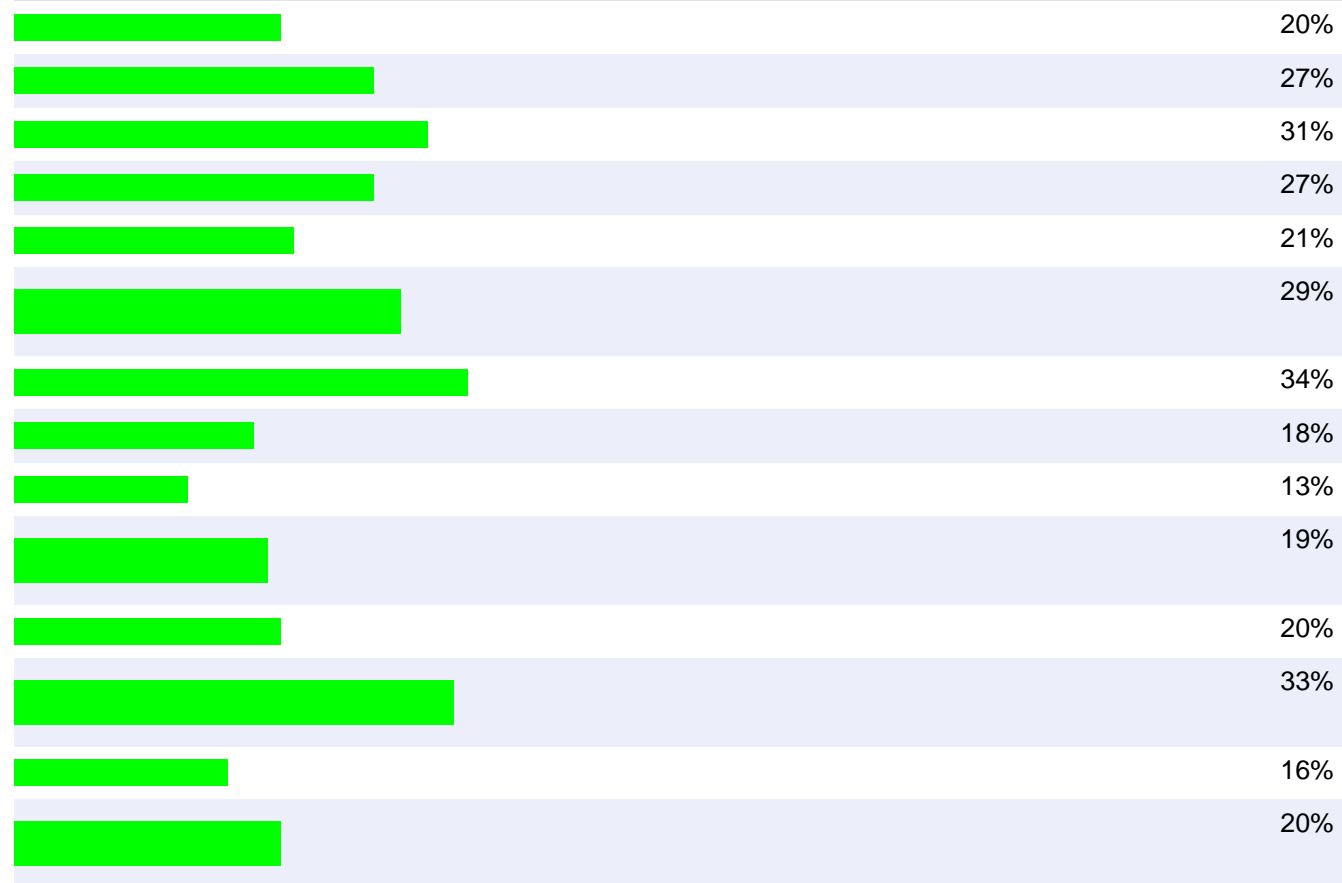
Percent of patients who reported NO,they would not recommend the hospital.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.










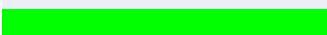




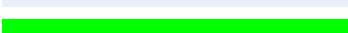
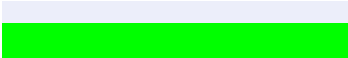
Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
Between 100 and 299	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	

Patient Survey

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
	34% There were discrepancies in the data collection process
	22%
	31%
	30%
	40%
	27%
	24%
	30%
	42%
	33%
	37%
	25%
	32%
	32%